



Forgot/Reset Password

To get started, visit the registration/login page at aig.com/lifeinsurance.

Welcome to Consumer Portal

Please register today to manage your AIG Life Insurance policy online!

Username [Forgot Username](#)

Username

Password [Forgot Password](#) [SHOW](#)

Password

Remember Me

LOG IN

[Register for a new account](#)

Step 1: On the login page of the Policy Owner website, click the **Forgot Password** link located above the right side of the Password field.

Forgot Your Password

Just enter your username to get started.

Username

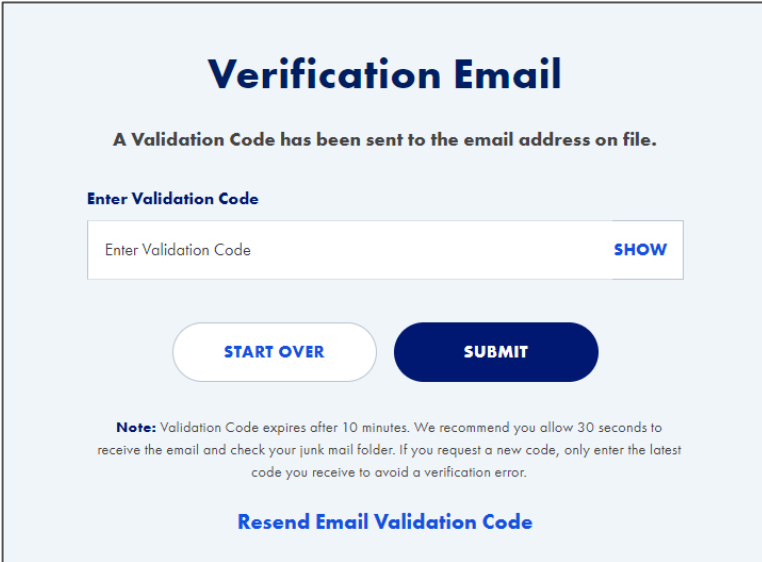
Username

START OVER **SUBMIT**

Step 2: Forgot Your Password

Enter your **Username** then click the **Submit** button below the Username field.

This generates an email with a verification code that you will need to enter on the next **Verification Email** screen.

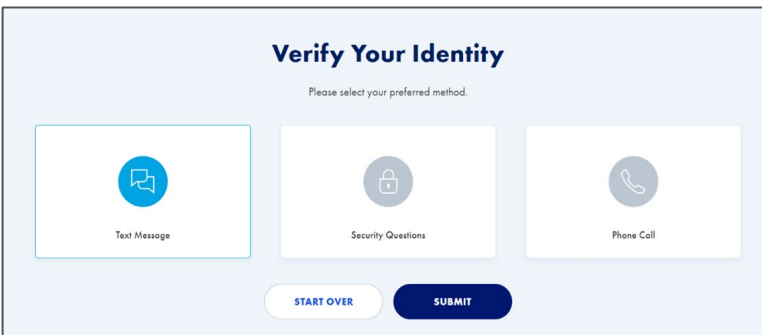


Step 3: Verification Email

Enter the **validation code** that was sent to the email address on file.

After entering the code, click the **Submit** button below the Enter Validation Code field.

Note:
The code is only good for 10 minutes

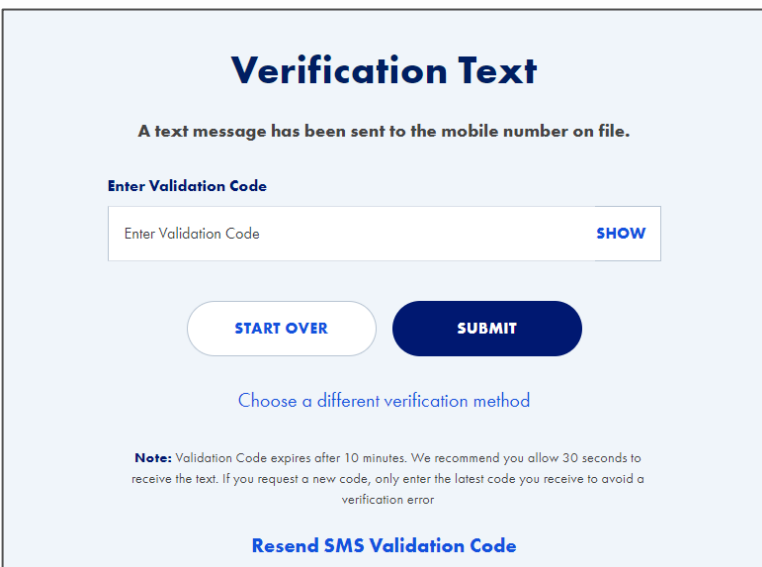


Step 4: Verify Your Identity

Select your preferred method:

- a. Text Message
- b. Security Question
- c. Phone Call

Click the **Submit** button.



Step 4a: Verification Text

If you select Text Message, you will receive a **Validation Code** via text.

Enter the code from the text message in the box provided on the screen, then click the **Submit** button below.

Note:

If you need a code resent for the Text message verification, click **Resend SMS Validation Code** at the bottom of the screen.

Security Question

Please provide an answer to the question below

Question

What is the name of a college you applied to but didn't attend?

Answer

SHOW

START OVER SUBMIT

Choose a different verification method

Step 4b: Security Question

If you select Security Questions, one of your previously chosen questions will be displayed on the screen.

Enter the **Answer** in the box provided on the screen, then click the **Submit** button below.

Verification Phone Call

You will receive a phone call at the number we have on file.

Please dial the following code when prompted :

3

1

5

0

0

2

START OVER

Choose a different verification method

Note: If you have not received a verification call to your phone within five minutes, click START OVER and select an alternate validation method.

Step 4c: Verification Phone Call

If you select Phone Call, you will receive a phone call at the number we have on file.

Enter the **Validation Code** displayed on the screen into the phone pad when prompted.

Note:

If you wish to select a different verification option, click the **Start Over** button or **Choose a different verification method** link at the bottom of the screen.

Reset Password

New Password

SHOW

Confirm New Password

SHOW

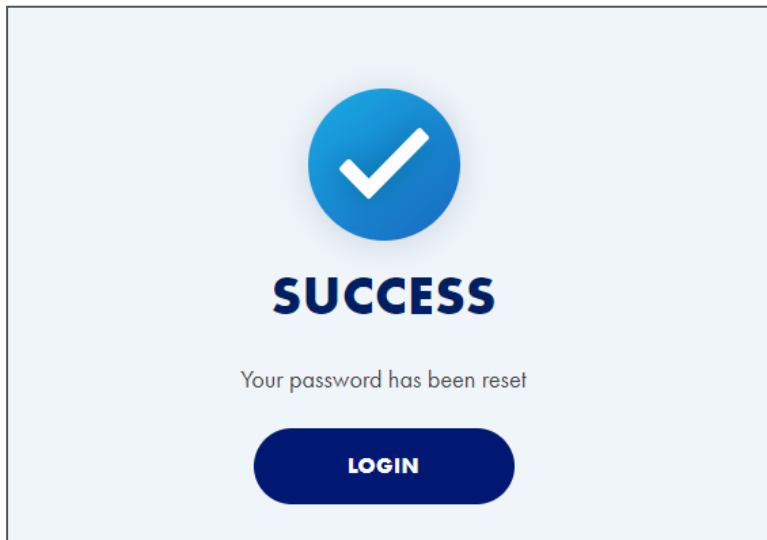
START OVER SAVE

Step 5: Reset Password

Enter your **New Password**.

Enter your **New Password** a second time to confirm.

Click the **Save** button below.



You will see a **Success** message after completing your password reset.

Click the **Login** button to navigate to the login page of the Policy Owner website and enter your Username and **New Password** to access your account.

For more resources

Visit our Customer Service page at aig.com/lifeinsurance for more tips and pointers on using your account.

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